

ABSTRACT OF THE DISCLOSURE

A service status detecting component for detecting a service status of a computer peripheral and a customer
5 product information storing means for updating and storing the specifications information and the service status of this computer peripheral are provided in the computer peripheral or a computer which acts as an upper-level system of this computer peripheral. In such a configuration, sales
10 promoting terminals 10-30 for making access to the customer product information storing means to thereby read out the specifications information and the service status are arranged in a network to which that computer peripheral or the computer is connected. This permits a sales person to
15 confirm at the sales promoting terminals 10-30 the specifications information and the service status of a sold computer peripheral and then compare those information items to each other and discuss them to thereby suggest a purchase plan for expansion, upgrading, functional extension of the
20 apparatus, thus carrying out streamlined business operations without waste of labor.

09828451-084404
FOI b6 b7C b7D